

Preliminary FAQ on Mailman (questions submitted by DNR)

Why do subscribers who cannot broadcast to a moderated list need a password?

The password provides subscribers access to control the settings on their accounts as well as access to the mailing list archives. A user can be a member of multiple mailing lists, so while the user may not have broadcast capability to a particular list, he/she may be able to broadcast to a different list.

If a user is a member of multiple mailing lists on the 'mail.mo.gov' mailing lists, the same password can be set globally. This can be done from any of the mailing lists to which the User is subscribed. The user only receives a single email from 'mail.mo.gov' at the first of each month for password reminder. They do not get an individual email from each list.

Using his password, a user can use the Mailman web interface to tailor some of the user settings to fit his/her preferences.

DNR needs to be able to unsubscribe people when they request it. We'd prefer not to send them to the mo.gov page. As it appears now, DNR moderators would need to know the subscriber's passwords to unsubscribe them.

The users do not need to come to the 'mo.gov' page to submit requests to unsubscribe from a mailing list. The unsubscribe can be initiated via email. Based upon settings for the list, the unsubscribe can be sent to the Mailman processor to be automatically unsubscribed or it can be sent to the moderator for approval. Both of these actions are initiated when an 'unsubscribe' is sent to an email address of the list-name with a "-leave" embedded just after the list name. For example if someone wanted to be removed from the mo-efriends mailing list an email sent to mo-efriends-leave@mail.mo.gov would initiate the unsubscribe processing for the mo-efriends discussion list. With moderator approval of unsubscribes set for the mo-efriends list, an approval to unsubscribe the user would be sent to the moderator.

If the unsubscribe is sent to the email address consisting of only the list-name, it would be treated as a post to discussion list. If moderator approval of postings is set for the list then an approval request would be sent to the moderator. If the moderator approves the posting it will be posted to the list. It will not trigger an unsubscribe action. It is important for the moderator to carefully review approval requests for instances like this.

We at DNR would like the same subscriber list accessible as the administrators do. What O/A administrators see has more options than the DNR moderators. If we could get access to this list we could complete unsubscribes ourselves.

unsub	member address	mod	hide	nomail	ack	not	nodupes	Digest	plain	language
	member name			[reason]		metoo				
<input type="checkbox"/>	dearalt@primary.net	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<div>English (USA)</div>

<input type="checkbox"/>	<input type="text" value="deb1962@sbcglobal.net"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	English (USA)
<input type="checkbox"/>	<input type="text" value="deb2543@iwon.com"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	English (USA)
<input type="checkbox"/>	<input type="text" value="debah1@cox.net"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	English (USA)

- **unsub** -- Click on this to unsubscribe the member.
- **mod** -- The user's personal moderation flag. If this is set, postings from them will be moderated, otherwise they will be approved.
- **hide** -- Is the member's address concealed on the list of subscribers?
- **nomail** -- Is delivery to the member disabled? If so, an abbreviation will be given describing the reason for the disabled delivery:
 - **U** -- Delivery was disabled by the user via their personal options page.
 - **A** -- Delivery was disabled by the list administrators.
 - **B** -- Delivery was disabled by the system due to excessive bouncing from the member's address.
 - **?** -- The reason for disabled delivery isn't known. This is the case for all memberships which were disabled in older versions of Mailman.
- **ack** -- Does the member get acknowledgements of their posts?
- **not metoo** -- Does the member want to avoid copies of their own postings?
- **nodupes** -- Does the member want to avoid duplicates of the same message?
- **digest** -- Does the member get messages in digests? (otherwise, individual messages)
- **plain** -- If getting digests, does the member get plain text digests? (otherwise, MIME)
- **language** -- Language preferred by the user

Can DNR continue to do mass subscribes to the list? We market and collect interest in our lists through other means and need to perform mass subscriptions at one time. As it stands right now we have over 1,000 new subscribers for the mo-efriends list. Why should we send these to O/A ITSD Central Office staff who are busy with other duties?

Mailman provides three defined levels of access – Administrator, Moderator and User. You currently have Moderator access. We will provide you with Administrator access with caveats.

First, we will ask that you not change some of the list settings that the administrator can normally change. The settings we ask that you not set are important to the proper and standard operation of Mailman. Some of those settings include: message size limit,

real_name, list_name, host_name, and administrivia. We are still reviewing the settings for those which shouldn't be changed.

Second, we ask that you leave the OA.ITSDMailmanAdministrators@oa.mo.gov address as an owner of the list. This will allow the Mailman site administrators to become aware of possible problems much sooner.

Finally, we will reserve the right to take whatever action is necessary to stop a problem on any mailing list that is causing a disruption or degradation of service to the system or other customers. This may include setting all options back to default, setting the "emergency" option, or temporarily disabling the list.

Can the footer/signature links at the bottom of broadcasts be edited or deleted?

It currently displays the following.

Mo-efriends mailing list
Mo-efriends@mail.mo.gov
<http://www.mo.gov/mailman/listinfo/mo-efriends>

Because we prefer to funnel subscribers, address changes and unsubscribers through us, we include information directing them on how to do so at the end of each e-mail sent. Having this additional footer included will confuse customers/subscribers.

Yes, the header and footer information can be configured through the administrative panels. The header and footer information can be configured separately for the digest, non-digest, and other pages generated by Mailman. The default configuration does not have any header information configured. The information displayed on the various email generated by Mailman using this template.

%(real_name)s mailing list
%(real_name)s@%(host_name)s
%(web_page_url)slistinfo%(cgiext)s/%(_internal_name)s

Previously, we had the automatic subscription offered at <http://www.mostateparks.com/efriends.htm> (DNR has many of these pages and would like to continue to use our own market friendly pages instead of the stale <http://www.mo.gov/mailman/listinfo/mo-efriends> page.

The public HTML pages are built to a defined template by Mailman when the mailing list is created. Mailman is not configured to permit access to these pages for editing purposes as they are applied globally across all lists.

These pages do not have to be used to subscribe or unsubscribe users. If the list is a private list, as many are in Mailman ('mail.mo.gov'), they are only accessible if you know the URL or indexed by a search engine. If you access the default webpage for Mailman – <http://www.mo.gov/mailman/listinfo> - no mailing lists are displayed.

Can the confirmation message sent to new subscribers be edited? The one that is received now could be construed as spam. The subject line just says "confirm" with a long string of alphanumeric characters behind it. If the customer doesn't understand and doesn't reply they are never added to the list.

The confirmation message for new subscribers can not be edited. The format of the subject is set with the "confirm" and the long string of alphanumeric characters as an identifier to Mailman of the request. If that were removed, Mailman would have no idea as to what confirmation request is being confirmed.

Could subscriptions be automatic and a confirmation e-mail not be sent?

One of the reasons for moving to Mailman from majordomo was to be able to verify the email addresses of a mailing list. With the subscription confirmation, Mailman verifies that the individual's email address is reachable and that the individual did submit the request to join the mailing list. By automatically confirming new subscriptions, it becomes possible for anyone to submit email addresses and possibly subscribe others to a mailing list.

Mailman has three options for `subscribe_policy`. They are: Confirm (email to subscriber with required reply), Require approval (list administrators will receive approval request), or Confirm and approve (email to subscriber with required reply and list administrators will receive approval request). We require that either Confirm or Confirm and approve be set for this option.

Another reason for moving to Mailman was to use the bounce processing that it provides by default on each mailing list. The bounce processing allows Mailman to self-clean the subscriber list should an individual not 'unsubscribe' but change their email address.

Bounce processing works by subtracting points for various types of bounce messages. The maximum deduction per day is 1 point. The default maximum score is 5. Once the maximum score is reached the account is disabled, an email is sent to let the user know that their account is disabled along with possible actions they can take, and a notification is sent to the Administrator and moderator. We highly recommend that bounce processing not be disabled. We prefer that the maximum score be adjusted to balance erroneous disabling of accounts with the need to keep mailing list addresses valid.

We need confirmation on when returned mail will automatically unsubscribe bad e-mail addresses. I believe it is 2 or more but would like to make sure. At DNR we usually wait until more than 2 return mail failures before unsubscribing just in case a customer is on vacation and their mail box is full.

The bounce processing parameters are configurable. As mentioned above, Mailman does send email to the administrators and moderators when it has taken action such as account disabled or account deleted. Mailman will also send three emails by default to the subscriber before the account is deleted.

A hard bounce will increment the bounce score by one while a soft bounce will increment by a half point. Multiple bounces in a single day only count once. If no errors occur for a seven day period, the bounce score is reset to zero.

On the mo-efriends they would prefer to have the notification from Mailman when a customer visits <http://www.mo.gov/mailman/listinfo/mo-efriends> and unsubscribes so they can approve the unsubscribe. However, for our other 16 or more lists we'd prefer the unsubscribes be automatic so the moderator doesn't have to approve them.

Looking at the configuration of the 'mo-efriends' mailing list, unsubscribes have been configured to be approved before removal. If a subscriber, submits an unsubscribe in the correct manner, an email will be generated by Mailman to the Administrator and moderator to let him/her know that they have an action item pending. These requests will appear on the moderators panel as a subscription item.

Mailman does send an email back to the subscriber to let him/her know a request has been submitted to the administrator/moderator for approval. Once the unsubscribe request is approved, the subscriber is then updated of the action taken.

By default the Mailman system has a subscriber password reminder set to send to the customer on a monthly basis so they set their password. We had this changed because the less junk mail from the system the better. Especially when we send several broadcasts a day to our news release subscribers. This should be a default for all lists...again, we'd prefer there not be a need for subscriber/customer passwords at all.

There are no instructions on the Web that I can find so I will be working up instructions to give to all the DNR moderators. One with screen prints, examples and Web links will be beneficial. We don't mind creating this and sharing with O/A. These instructions needs to list the different options available at

<http://www.mo.gov/mailman/listinfo/mo-efriends>

and

<http://www.mo.gov/mailman/admindb/mo-efriends>

These Moderator pages have links to the Administrator page(s) which we in the agencies do not have access to. That is confusing...could those sections/paragraphs be dropped? Maybe HTML pages should be set up for administrators and a separate set of HTML pages be sent up for moderators that have pertinent links on them to separate duties/options. Unless O/A ITSD Central Office would allow the agency's to be administrators...???

As previously mentioned, we will give list administrator access to agencies that request it on a list by list basis with the caveats mentioned.

Can the moderator password and the approval password be the same? As it is now myself as a moderator use one password to deny broadcasts and another password to approve my own broadcast or see my subscribers list.

Mailman will accept messages in HTML but yet there are no directions on how to do that.

We had the system changed so subscribers who went to <http://www.mo.gov/mailman/listinfo/mo-efriends> saw a different paragraph about viewing the subscriber list. This was set to "no" in majordomo and defaulted to "list" in Mailman.

New subscribers receive the following message. Can what is in red be dropped or edit? I believe we had what is in purple removed, but not sure. We'd really prefer to turn off all welcome messages for DNR lists so we don't confuse our customers since they may receive this extraneous verbiage about setting passwords and broadcasting messages .

'mo-efriends' has been moved from Majordomo to Mailman.

Welcome to the Mo-efriends@mail.mo.gov mailing list!

To post to this list, send your email to:

mo-efriends@mail.mo.gov

General information about the mailing list is at:

<http://www.mo.gov/mailman/listinfo/mo-efriends>

If you ever want to unsubscribe or change your options (eg, switch to or from digest mode, change your password, etc.), visit your subscription page at:

<http://www.mo.gov/mailman/options/mo-efriends/debbie.boeckman%40dnr.mo.gov>

You can also make such adjustments via email by sending a message to:

Mo-efriends-request@mail.mo.gov

with the word 'help' in the subject or body (don't include the quotes), and you will get back a message with instructions.

You must know your password to change your options (including changing the password, itself) or to unsubscribe. It is:

ruased

Normally, Mailman will remind you of your mail.mo.gov mailing list passwords once every month, although you can disable this if you prefer. This reminder will also include instructions on how to unsubscribe or change your account options. There is also a button on your options page that will email your current password to you.

We would need to take a look at this one as this page is common across all mailing lists handled by Mailman. Mailman just fills in the variables based on the mailing list. One option that we maybe able to provide, is the ability to edit the following HTML pages: general list information page, subscribe results page and users specific options page.

Can we send attachments to broadcasts with this new system?

Yes, attachments can be included by enabling content filtering on the mailing list and matching the mime content type. The mailing list would also need to have the maximum message size

increased. The default maximum message size is 40 KB. We would request that you check with us before making these changes.

Including an attachment into an email is not the recommended method of disseminating large data files or documents. One reason for this is that a mailing list that is archiving could quickly consume large amounts of disk space. Additionally, the attachment could be removed from the email before reaching the recipient depending on the configuration of the receiving mail server. It could also cause degradation of performance for busy servers in the email path.

The preferred method would be to include a link in the email message so that users can access the attachment on a web server, etc.